Non NIH Tickets - By Category and Organization
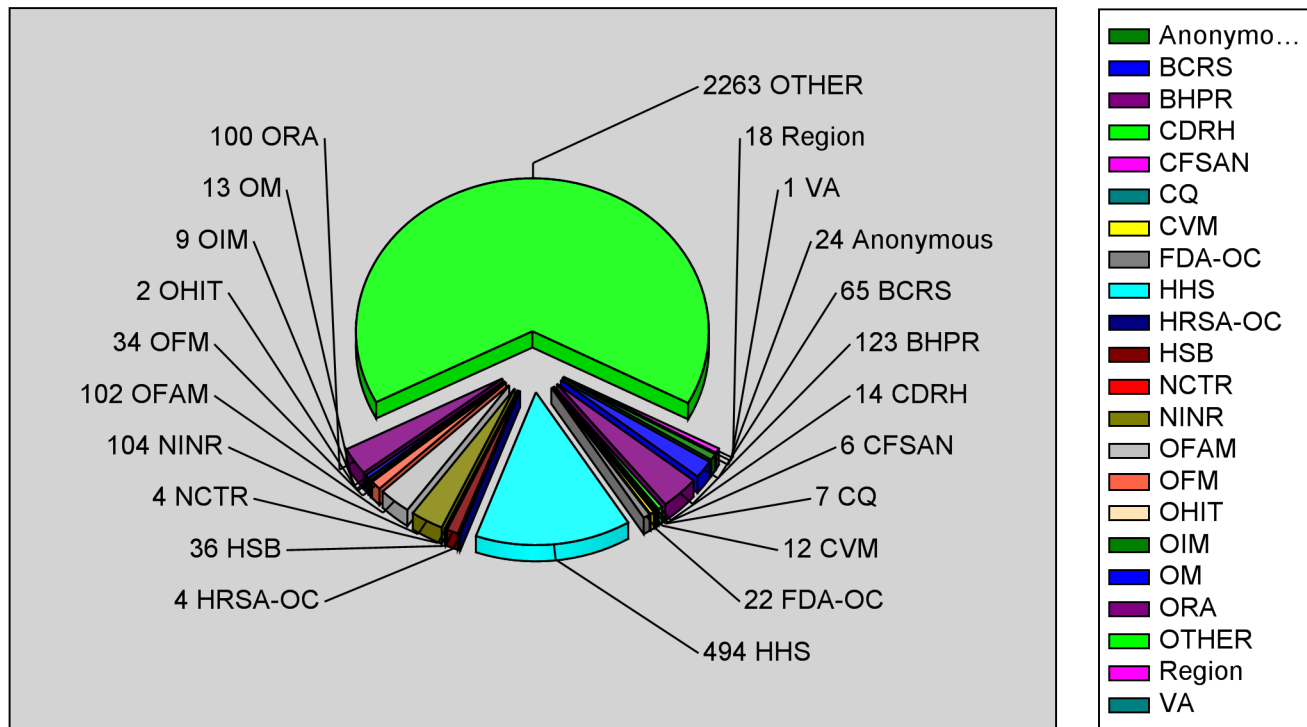
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Total Tickets: 3457

Tickets by Non NIH

Pie chart data:
- 2263 OTHER
- 18 Region
- 1 VA
- 24 Anonymous
- 65 BCRS
- 123 BHPR
- 14 CDRH
- 6 CFSAN
- 7 CQ
- 12 CVM
- 22 FDA-OC
- 494 HHS
- 4 HRSA-OC
- 36 HSB
- 4 NCTR
- 104 NINR
- 102 OFAM
- 34 OFM
- 2 OHIT
- 9 OIM
- 13 OM
- 100 ORA

Legend:
- Anonymo…
- BCRS
- BHPR
- CDRH
- CFSAN
- CQ
- CVM
- FDA-OC
- HHS
- HRSA-OC
- HSB
- NCTR
- NINR
- OFAM
- OFM
- OHIT
- OIM
- OM
- ORA
- OTHER
- Region
- VA

Tickets By Category Summary

For Anonymous

Total tickets: 24

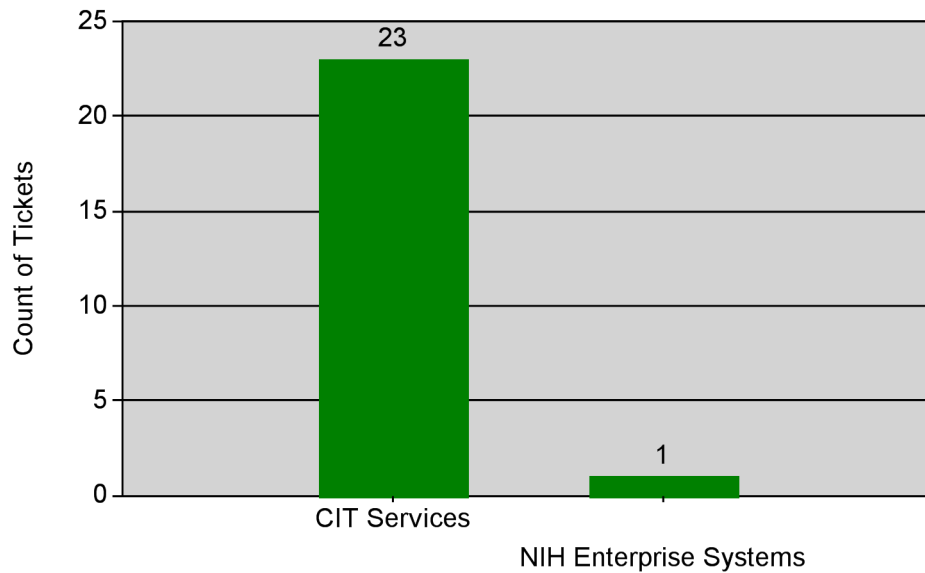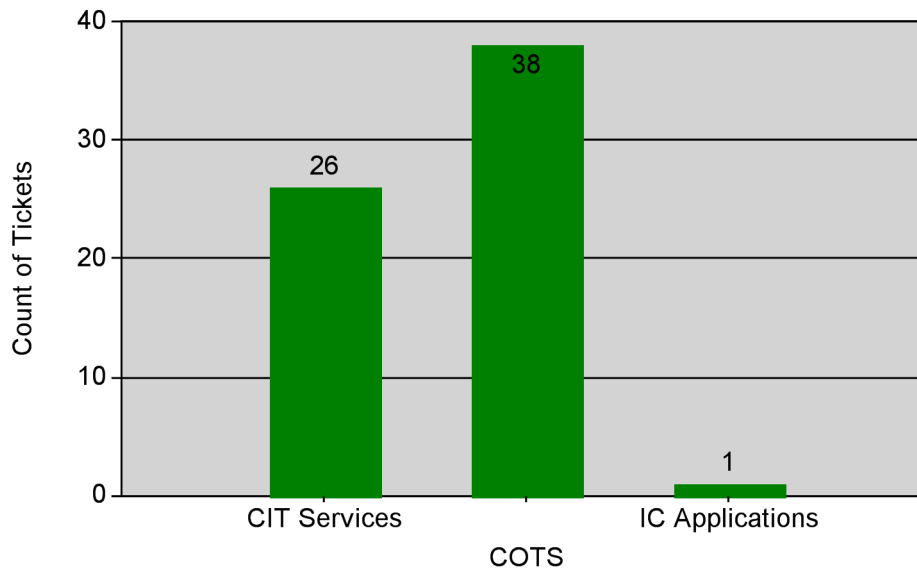| Anonymous	24
CIT Services	**23**
General Information	23
NIH Enterprise Systems	**1**
eRA-External	1

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 5:50:04 AM

Tickets By Category Summary

For BCRS

Total tickets: 65

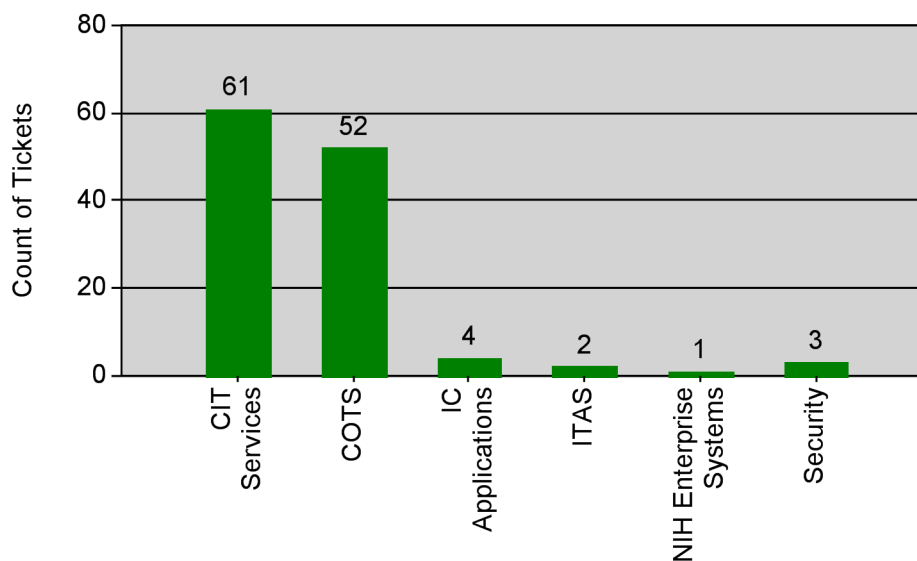| BCRS	65
CIT Services	**26**
Accounts	11
Back Office Support	3
Email	9
General Information	1
Telecommunications	1
Wireless Services	1
COTS	**38**
Application Support	20
Hardware	18
IC Applications	**1**
Web Site Issue (non-CIT)	1

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 5:50:04 AM

Tickets By Category Summary

For BHPR

Total tickets: 123

BHPR	123
CIT Services	**61**
Accounts	23
Back Office Support	11
Conference Room Support-Equipment Setup	1
Connectivity	1
Email	16
General Information	5
Wireless Services	4
COTS	**52**
Application Support	25
Hardware	27
IC Applications	**4**
Local LAN	1

Web Site Issue (non-CIT)	3
ITAS	**2**
ITAS	2
NIH Enterprise Systems	**1**
eRA-Infrastructure	1
Security	**3**
Anti Virus SW	1
Security	2

Non NIH Tickets - By Category and Organization
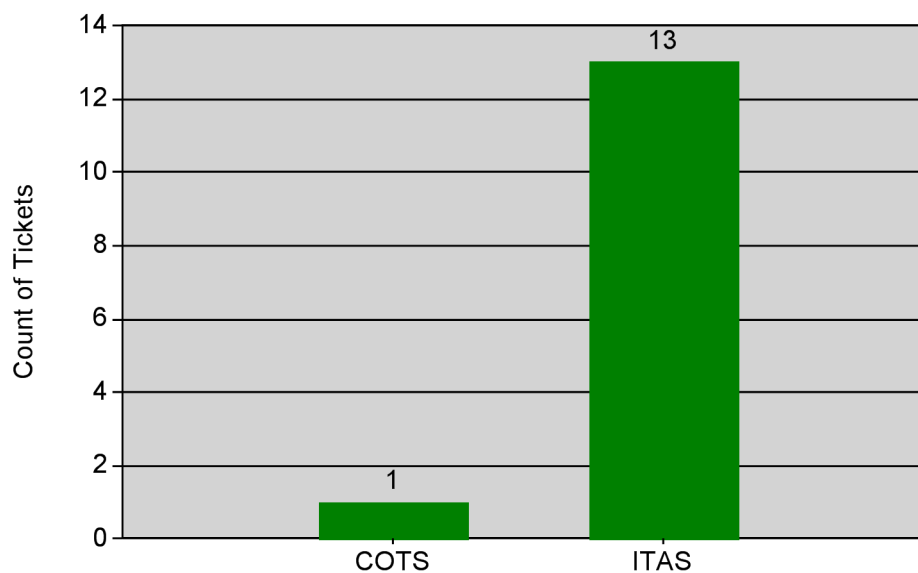
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For CDRH

Total tickets: 14

CDRH	14
COTS	**1**
Hardware	1
ITAS	**13**
ITAS	13

Tickets By Category Summary

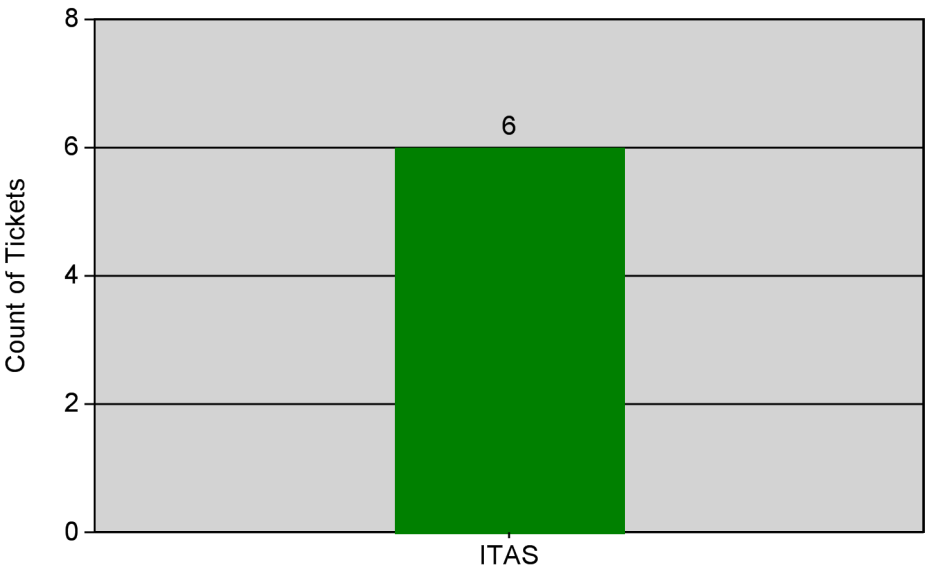### For CFSAN

Total tickets: 6

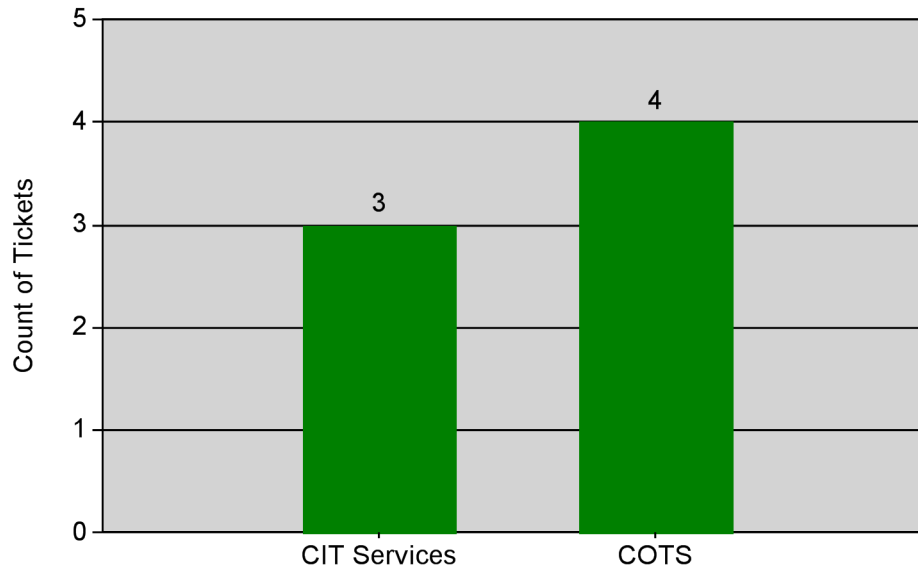| CFSAN	6
ITAS	**6**
ITAS	6

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For CQ

Total tickets: 7

CQ	7
CIT Services	**3**
Email	2
General Information	1
COTS	**4**
Application Support	2
Hardware	2

Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For CVM

Total tickets: 12

CVM	12
ITAS	**12**
ITAS	12

Non NIH Tickets - By Category and Organization

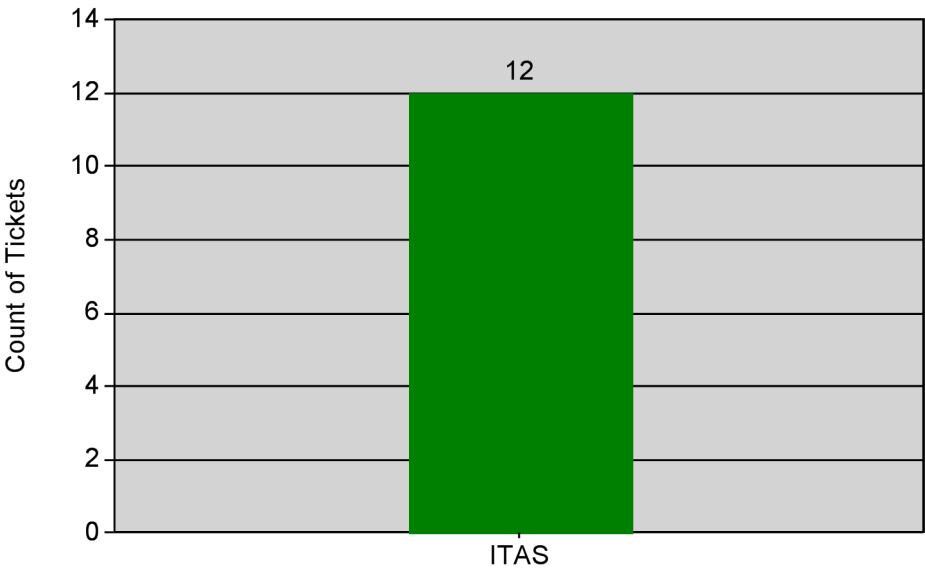For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For FDA-OC

Total tickets: 22

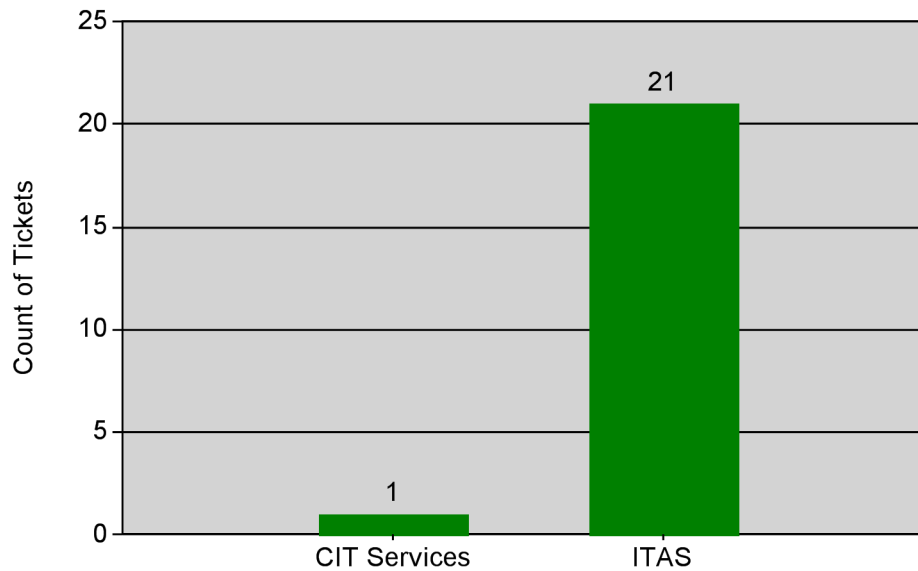| FDA-OC	22
CIT Services	**1**
Accounts	1
ITAS	**21**
ITAS	21

Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For HHS

Total tickets: 494

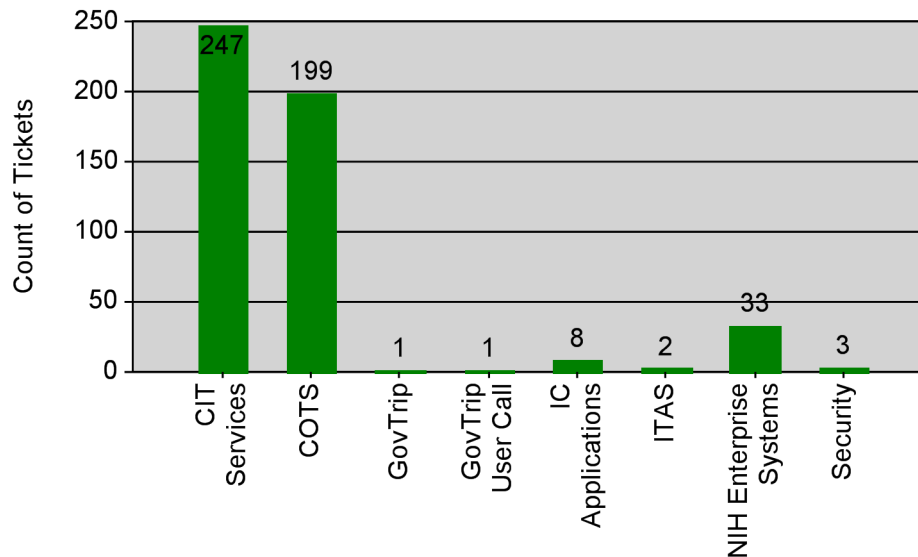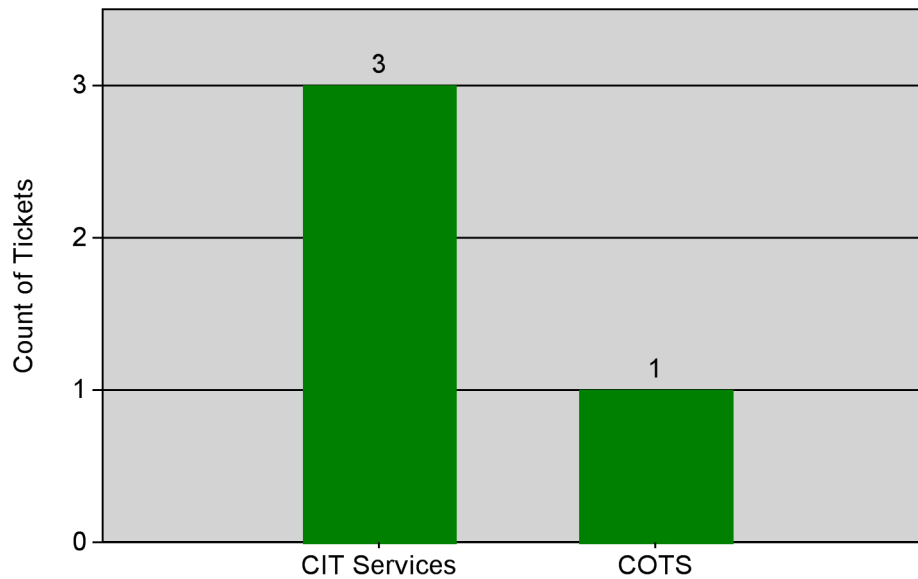| HHS	494
CIT Services	**247**
Accounts	101
Back Office Support	35
CIT Categories	2
Conference Room Support-Reserve	1
Connectivity	5
Email	52
General Information	15
NIHnet	2
OS/390	2
Telecommunications	5
Video	1
Wireless Services	26

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

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COTS	**199**
Application Support	72
Hardware	127
GovTrip	**1**
GovTrip	1
GovTrip User Call	**1**
GovTrip User Call	1
IC Applications	**8**
CC Technical Operations	1
Local LAN	1
Web Site Issue (non-CIT)	6
ITAS	**2**
ITAS	2
NIH Enterprise Systems	**33**
ADB	3
eRA-DB	7
eRA-External	1
eRA-Grants Management	2
eRA-IMPAC II	12
NBS-User Call	5
NED	3
Security	**3**
Anti Virus SW	1
Security	2

Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For HRSA-OC

Total tickets: 4

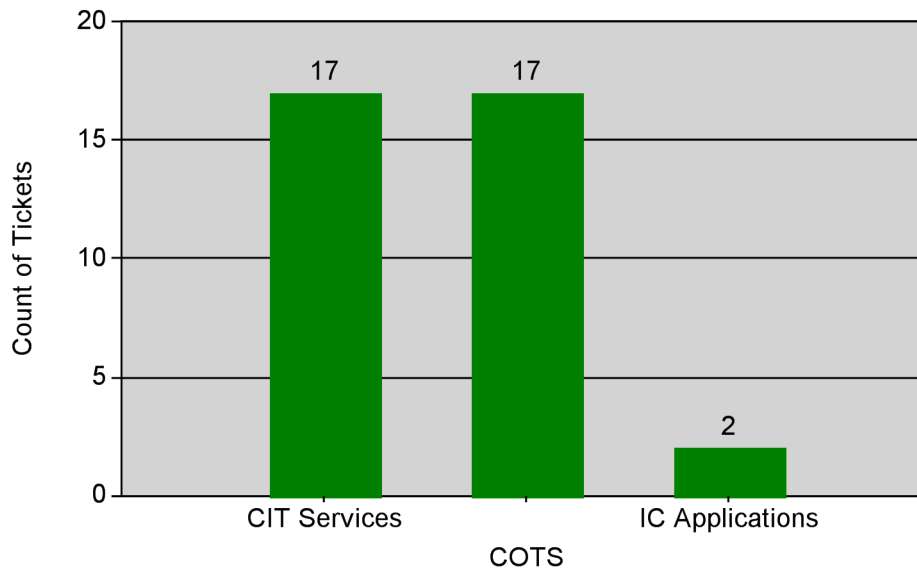| HRSA-OC	4
CIT Services	**3**
Accounts	1
Back Office Support	1
Wireless Services	1
COTS	**1**
Hardware	1

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 5:50:04 AM

Tickets By Category Summary

For HSB

Total tickets: 36

HSB	36
CIT Services	**17**
Accounts	7
Back Office Support	8
Email	1
Video	1
COTS	**17**
Application Support	8
Hardware	9
IC Applications	**2**
CC Technical Operations	1
Web Site Issue (non-CIT)	1

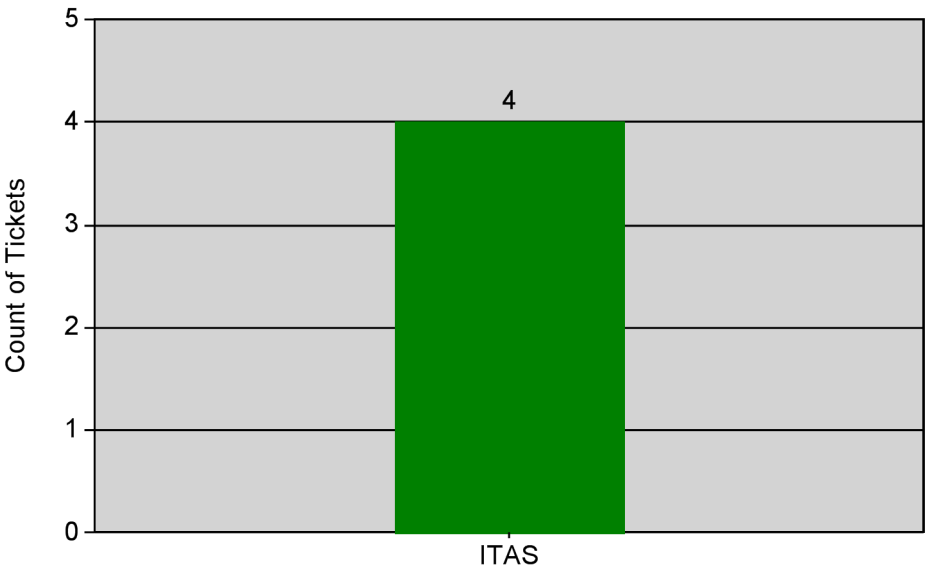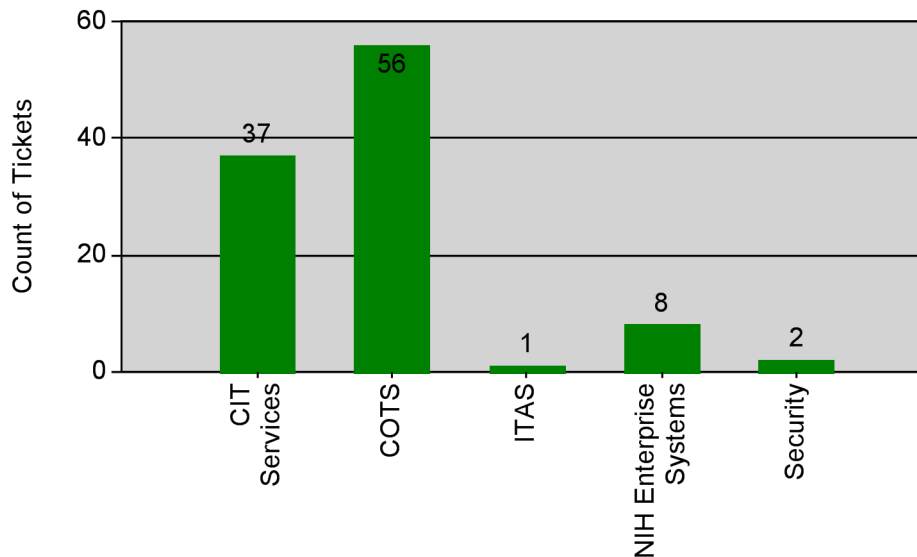# Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 5:50:04 AM

Tickets By Category Summary

For NCTR

Total tickets: 4

NCTR	4
ITAS	**4**
ITAS	4

Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For NINR

Total tickets: 104

NINR	104
CIT Services	**37**
Accounts	12
Back Office Support	4
CIT Categories	1
Connectivity	1
Email	10
General Information	2
OS/390	1
Telecommunications	2
Wireless Services	4
COTS	**56**
Application Support	39
Hardware	17

Non NIH Tickets - By Category and Organization

Snapshot Date: 4/1/2009 5:50:04 AM

ITAS	**1**
ITAS	1
NIH Enterprise Systems	**8**
ADB	3
NBS-User Call	5
Security	**2**
Security	2

Non NIH Tickets - By Category and Organization
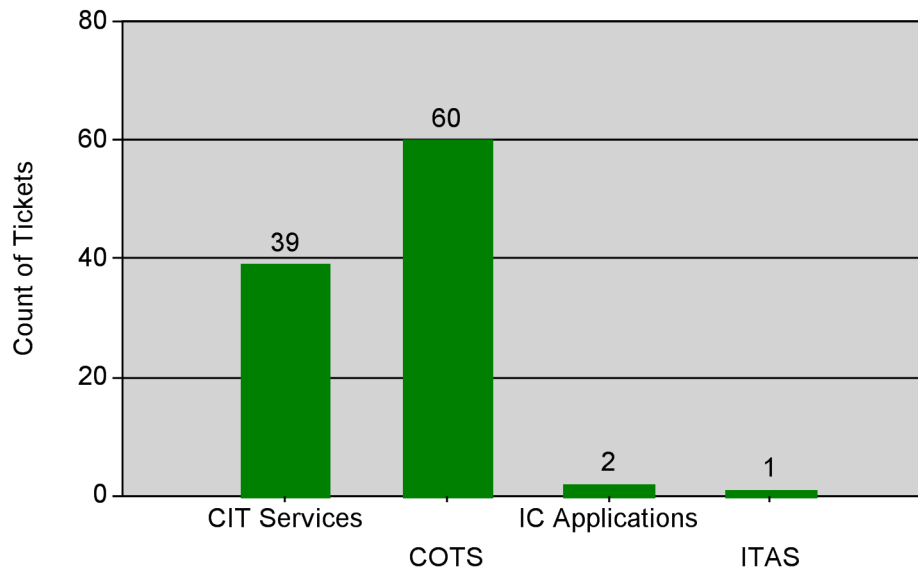
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For OFAM

Total tickets: 102

OFAM	102
CIT Services	**39**
Accounts	15
Back Office Support	5
Connectivity	1
Email	10
General Information	4
Telecommunications	1
Video	1
Wireless Services	2
COTS	**60**
Application Support	24
Hardware	36
IC Applications	**2**
Local LAN	1

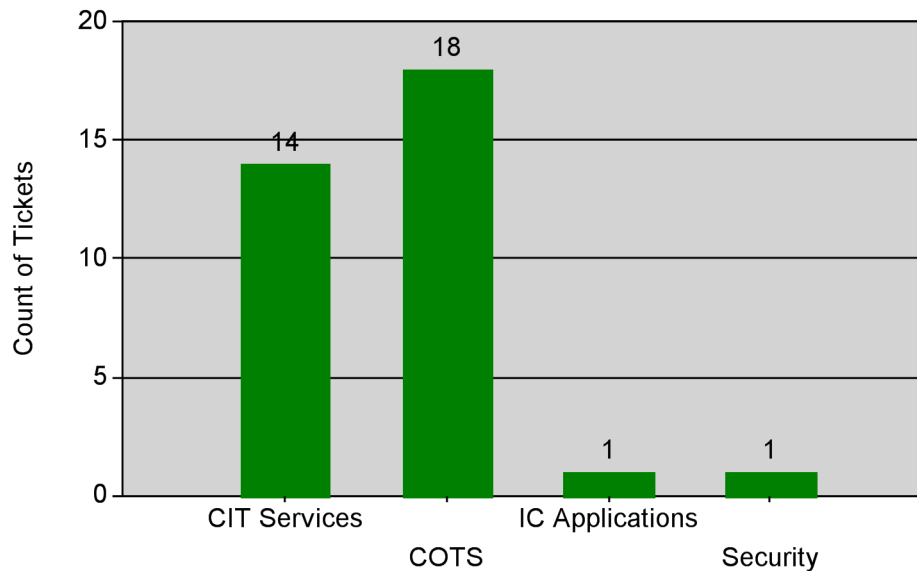|	
Web Site Issue (non-CIT)	1
ITAS	**1**
ITAS	1

Non NIH Tickets - By Category and Organization

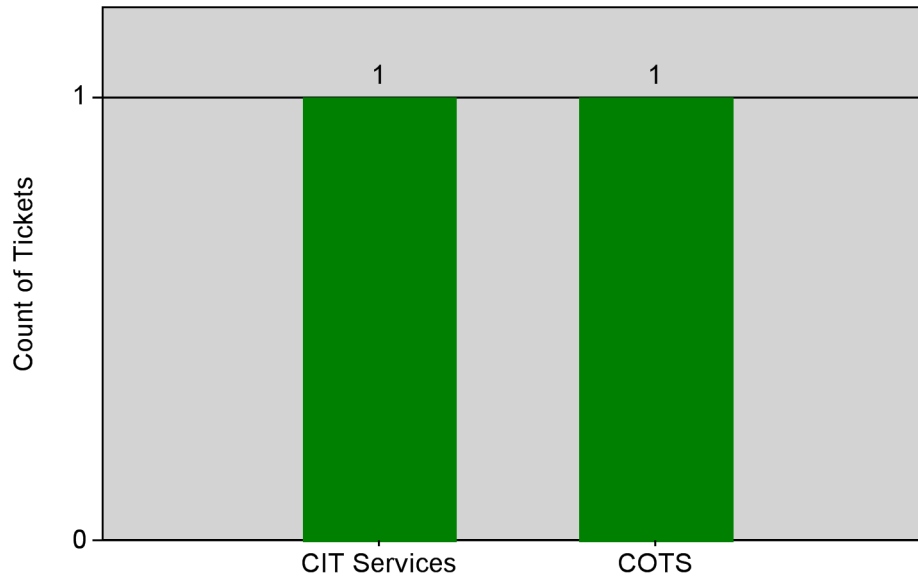For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For OFM

Total tickets: 34

OFM	34
CIT Services	**14**
Accounts	5
Back Office Support	3
Email	4
General Information	2
COTS	**18**
Application Support	7
Hardware	11
IC Applications	**1**
Web Site Issue (non-CIT)	1
Security	**1**
Security	1

Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For OHIT

Total tickets: 2

OHIT	2
CIT Services	**1**
Back Office Support	1
COTS	**1**
Application Support	1

Non NIH Tickets - By Category and Organization
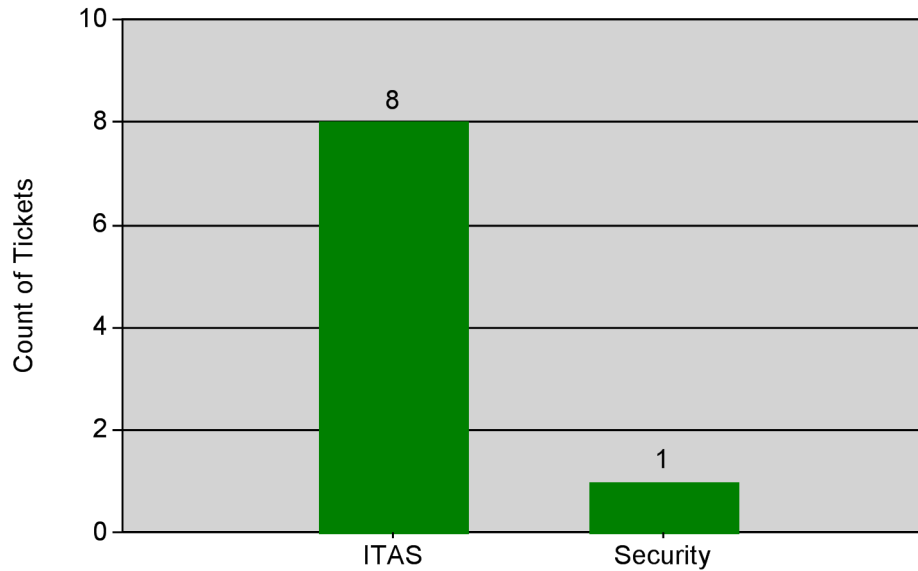
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For OIM

Total tickets: 9

OIM	9
ITAS	**8**
ITAS	8
Security	**1**
Security	1

Non NIH Tickets - By Category and Organization
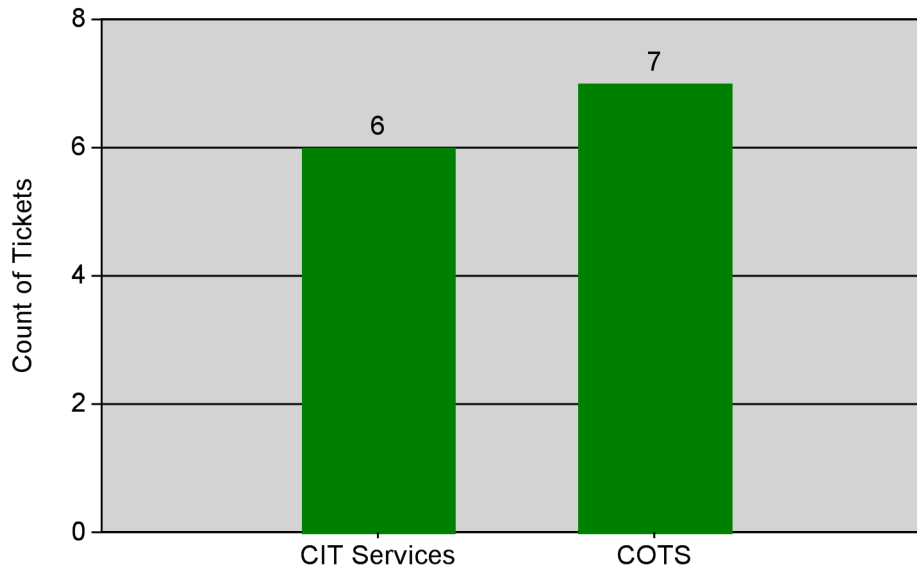
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For OM

Total tickets: 13

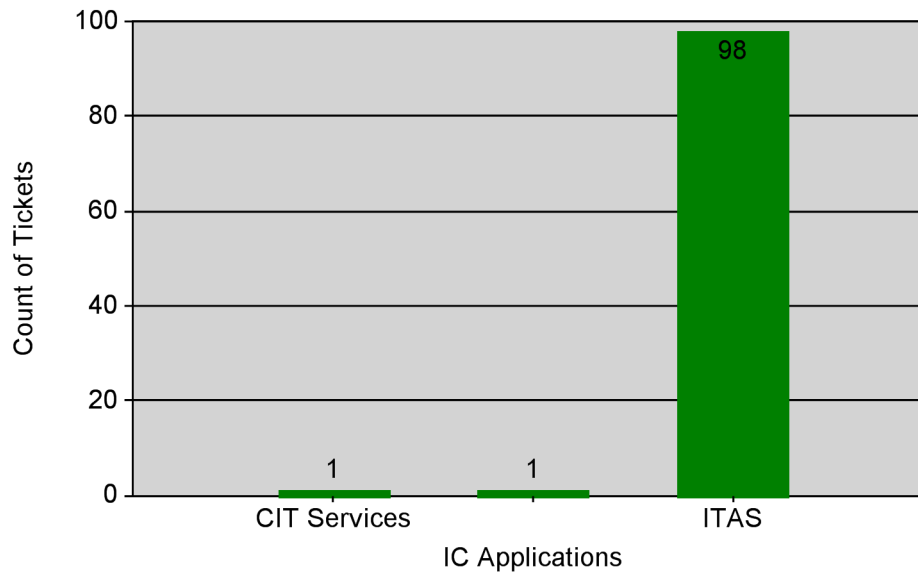| OM	13
CIT Services	**6**
Email	6
COTS	**7**
Application Support	3
Hardware	4

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For ORA

Total tickets: 100

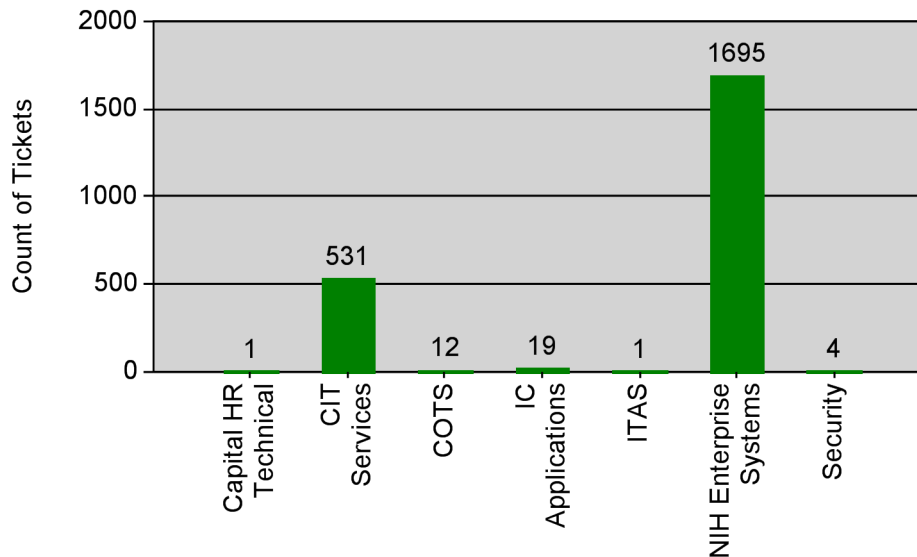| ORA	100
CIT Services	**1**
Wireless Services	1
IC Applications	**1**
Web Site Issue (non-CIT)	1
ITAS	**98**
ITAS	98

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Snapshot Date: 4/1/2009 5:50:04 AM

Tickets By Category Summary

For OTHER

Total tickets: 2263

OTHER	2263
Capital HR Technical	**1**
Capital HR Technical	1
CIT Services	**531**
Accounts	288
Back Office Support	2
CIT Categories	117
CIT Categories Remedy	1
CIT Categories-General Information	1
Connectivity	7
Email	9
General Information	75
iSDP/Software Distribution	1
NIHnet	2

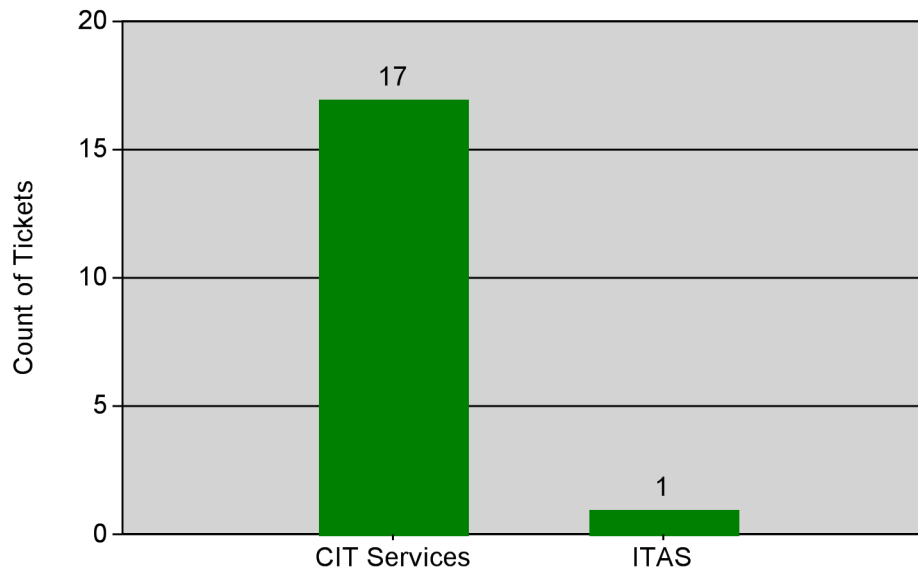|	
OS/390	6
Training	1
Video	11
Wireless Services	10
COTS	**12**
Application Support	5
Hardware	7
IC Applications	**19**
CC Clinical Applications	3
CC Technical Operations	1
Local LAN	1
Web Site Issue (non-CIT)	14
ITAS	**1**
ITAS	1
NIH Enterprise Systems	**1695**
ADB	2
eRA-COMMONS	1132
eRA-DB	7
eRA-External	479
eRA-Grants Management	42
eRA-IMPAC II	4
eRA-Infrastructure	7
eRA-Partnership Issues	2
eRA-Referral and Review	8
eRA-Reporting	4
eRA-UAT	2
NBS-User Call	4
NED	1
NIH Services	1
Security	**4**
Anti Virus SW	1

Security
3

Non NIH Tickets - By Category and Organization

For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For Region

Total tickets: 18

Region	18
CIT Services	**17**
Accounts	12
Email	3
Wireless Services	2
ITAS	**1**
ITAS	1

Non NIH Tickets - By Category and Organization
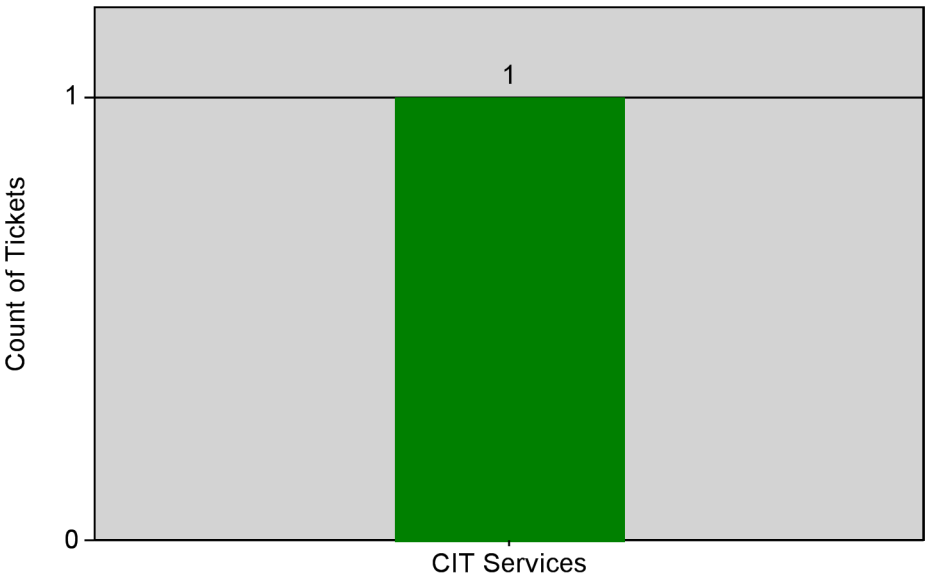
For the period: Sunday, March 01, 2009 12:00:00 AM to Tuesday, March 31, 2009 11:59:59 PM

Tickets By Category Summary

For VA

Total tickets: 1

VA	1
CIT Services	**1**
Accounts	1